



Republic of Botswana

MINISTRY OF HEALTH & WELLNESS

INFECTION PREVENTION AND CONTROL MEASURES IN RETAIL STORES GUIDE



Vision: A Healthy Nation by 2023

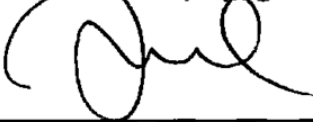
Values: Customer Focus, Botho, Timeliness, Equity, Teamwork, Accountability.

Foreword

On January 30, 2020, the International Health Regulations Emergency Committee of the World Health Organization (WHO) declared the Severe Acute Respiratory Syndrome due to novel coronavirus (SARS CoV-2) outbreak a "Public Health Emergency of International Concern" (PHEIC) and the WHO declared the outbreak of Coronavirus Disease (COVID-19) a pandemic on 12th March 2020.

Botswana announced the first positive case in the country on 30th March and the first death the following day on 31st March 2020. This document serves to aid healthcare facilities as they prepare themselves to screen individuals for COVID-19 as well as outlining how to handle suspected and confirmed cases.

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Director of Health Services

Ministry of Health and Wellness

1 PURPOSE

- The purpose of this document is to provide clear and actionable guidance for safe operations through the prevention, early detection and control of COVID-19 in retail stores

2 RESPONSIBILITY

- All workplaces should have Safety Health and Environment officer to oversee the implementation of these measures.

3. Definition of Terms

- **Cleaning:** The removal of germs, dirt and impurities from surfaces or objects
 - Clean with soap and clean water
- **Hand Hygiene:** Washing hands with soap and clean water OR sanitizing with alcohol based sanitizer
- **Sanitizing:** Reduction of the amount of pathogens (harmful microorganisms like bacteria, viruses, parasites, and fungi) to a safe level
 - Sanitize with 60% ethanol / 70% isopropyl or 0.1 sodium hypochlorite solution
- **Disinfection:** The killing of germs on surfaces or objects
 - Disinfect with 0.5% sodium hypochlorite disinfectants
- **Social distancing:** The practice of social distancing promotes a distance of 1-2 metre between people.

4 SCREENING & TRIAGING

- Workplaces should have a screening stations to check temperatures for employees and customers.
- Workplace should have a temporary holding room for isolating those employees and customers having flu like symptoms, high temperature of >37.4 and seek medical assistance at the call centre **16649**.
- Daily registration of all students, staff and visitors
- Registers to be sent to command center

5 Routine Cleaning and Sanitizing

- Cleaners should wear appropriate PPE: surgical mask, plastic apron, heavy duty gloves and closed work shoes

6 Routine cleaning should be every four hours

- Sanitizing every four hours
- Frequently touched surfaces should be prioritized for routine cleaning and sanitizing because soiled and frequently touched surfaces can be reservoirs for germs and an exposure pathway for transmission to people through contact with these surfaces including but not limited to:
 - Shopping carts/trolleys, baskets, checkout stations and payment pads
 - Desks and chairs
 - Counters, tables and chairs
 - Door handles and push plates
 - Handrails
 - Lifts
 - Kitchen and bathroom faucets
 - Restrooms
 - Appliance surfaces
 - Light switches
 - Remote controls
 - Stocking equipment
 - Electronic point of sale machines
 - Shared phones and electronics such as cash registers, price, scanners, computers, keyboards and mice

Note:

- Cash registers and computers accessories are difficult to clean due to the spaces between keys and the sensitivity of its hardware to liquids. When shared, they may contribute to indirect transmission therefore, proper hand hygiene should be practice before and after use.
- Shopping trolley /baskets and payment pads should provide posted signs and access to proper hand hygiene before and after use.
- Shopping trolleys/basket should be cleaned every week or visibly dirty.
- Payment pads/swiping machine should be wiped with an alcohol based sanitizer after every user.

7 Disposal of waste:

- All used gloves and other disposable items shall be disposed of accordingly.
- Wash hands with soap and water for at least 20-40 seconds immediately after removing gloves or use an alcohol-based hand sanitizer if soap and water are not available.

8 Cleaning and Disinfection of a Retail Store where a COVID-19 Case was Confirmed

- Close the retail store
- Open all doors and windows to increase air circulation in the area
- Cleaning and disinfection should be supervised by Environmental Health Practitioners or IPC officers
- Disinfect with recommended disinfectants
- Clean and disinfect all areas visited by a confirmed COVID-19 case, such as offices, bathrooms, common areas, shared electronic equipment like tablets, touch screens, keyboards, remote controls, and ATM machines etc.
- Once the area has been appropriately disinfected, it can be opened for use immediately
- Workers who had contact with a COVID-19 case should resume work after testing negative to COVID-19
- If more than seven days have passed since a confirmed COVID-19 case visited or used the facility, disinfection is not necessary
- Routine cleaning and sanitizing should be maintained

9 Hand Hygiene

- Should be performed at the entrance, exit and paying points of the retail shop
- Posters with hand hygiene instructions should be displayed by the above stations
- Use of alcohol based hand sanitizer should be available for employees use after payment/bagging exchange with each customer

10 Respiratory Hygiene

- All shop assistants should wear face masks and face shields
- Posters of cough etiquette should be displayed at strategic points in the shop
- Always cover the mouth and nose when coughing/sneezing with paper tissue or use the corner of elbow
- Dispose of soiled tissues after use in appropriate lined bins

11 Social distancing

- Create a barrier between employees and customers at counters by using plastic screens/barriers
- Limit the number of customers, including staff, in the store to allow maintenance of 1-2 meter distance
- Customers waiting outside the store should maintain the 1-2 meter distance between each other
- Sit-in dining areas are not permitted in the store
- No sampling stations of products should be permitted

1.2 References

http://northcountrychamber.com/data/files/DOH_COVID19_CleaningDisinfectingRetailStores_031620.pdf

<https://www.cdc.gov/coronavirus/2019-ncov/community/disinfecting-building-facility.html>

<https://www.cdc.gov/coronavirus/2019-ncov/community/organizations/disinfecting-transport-vehicles.html>

<https://www.health.state.mn.us/diseases/coronavirus/schools/clean.html#m>

<https://www.unicef.org/media/66356/file/WASH-COVID-19-infection-prevention-and-control-in-schools-2020.pdf>